

Appendix I

EXAMPLE EMERGENCY PROCEDURES

This appendix was taken directly from the Transportation Services Handbook of the American Red Cross, Kansas Chapter. It provides example language which the Red Cross uses to address various types of emergencies. The language will need to be modified to suit other agencies.

ENVIRONMENTAL AND OTHER EMERGENCIES

EXTREME HEAT

If a heat wave is predicted or happening, please adhere as much as possible to the following guidelines:

1. Slow down and try to avoid strenuous activity.
2. Stay in air conditioning as much as possible, either in your vehicle or in a building.
3. Wear lightweight, light-colored clothing, which reflects away heat.
4. Drink plenty of water regularly and often. Drink plenty of fluids even if you do not feel thirsty.
5. Avoid drinks with caffeine since they make the heat's effects on your body worse.
6. Eat small meals and eat more often. Large meals and food high in protein actually increase metabolic heat.

THUNDERSTORMS

1. Dispatcher will notify vehicles with radios of any watches or warnings.
2. Keep your radio tuned to local news and weather for advisories and information.
3. Keep an eye on the sky. Look for darkening skies, lightning or increased wind. If you can hear thunder, you are close enough to the storm to be struck by lightning.
4. If severe storm happens, find shelter in a building or vehicle. Keep car windows closed. A building is much preferred if you can safely get to one.
5. After storm passes, keep tuned to local radio stations and steer clear of any possible damaged areas.
6. Check in with dispatcher, if possible, for further instructions.

FLASH FLOODS

If it has been raining hard for several hours, or steadily raining for several days, be alert to the possibility of a flood.

- A flood WATCH means a flood is possible.
- A flood WARNING means flooding has already started or will be occurring soon.

Please follow these guidelines for a flood watch or warning:

1. If a flood Watch is issued, you will be notified by the Dispatcher. Listen to local radio and if told to evacuate a certain area, do so as soon as possible, making every effort to protect yourself and any passengers you may have with you.
2. If a flood Warning is issued, dispatcher will advise you to return to base immediately, if safe to do so.
3. If there is no time to return to base, move to higher ground away from rivers, streams, creeks and storm drains.
4. Do not drive around barricades since they have been placed to keep you out of a hazardous area.
5. If your vehicle stalls in rapidly rising water, abandon it immediately and climb to higher ground, again making every effort to protect yourself and any passengers you may have with you.
6. Do not drive through floodwaters. They may look shallow, but looks can be deceptive. The swift current of even a few inches of water can sweep your vehicle away and turn it over on its side or top, trapping you and any passengers inside.

TORNADOES

1. When a tornado watch is issued, stay tuned to local news and weather and keep in touch with base dispatcher.
2. Be alert to any changing weather conditions.
3. When tornado warning is issued:
 - a. Go to lowest floor at the nearest inside shelter, if possible. If there is no basement, go to center hallway, away from windows or into a bathroom.
 - b. Do NOT stay in your vehicle. During tornadoes, your vehicle is one of the worse places you could be. If there is no building available and you are outside, go to a low-lying area and lie flat. If others are in your vehicle, assist them first.
3. After storm is over, watch out for fallen power lines and stay out of damaged area.
4. Establish communication with base for further instructions.

WINTER STORMS

1. Stay tuned to local news on radio and keep in touch with base dispatcher.
2. Be alert to changing weather conditions if you do drive.
3. Wear several layers of lightweight clothing, which will keep you warmer. Wear gloves or mittens and something on your head, which will prevent loss of body heat. Cover your mouth when it is cold to protect your lungs.
4. A winter storm WATCH means a winter storm is possible in the area. Please let the Transportation Office know if you are uncomfortable driving with an issued storm watch. If you do drive, keep your vehicle radio on for dispatcher's instructions, or a cell phone turned on. Keep your radio tuned to local and regional weather.
5. A winter storm WARNING means a winter storm is on the way. If you are driving out of town, please check with the Transportation Office or with Hospital Services to see if your run is still scheduled. If you are driving people in town, stay tuned for changing conditions and possible cancellations of your pick-ups and deliveries.
 - a. If you get stuck in your vehicle, stay with your car and wait for help. DO NOT try to walk to safety unless you are in town and see an open business you can easily get to.
 - b. As wind increases, so does the possibility of hypothermia. Be sure and cover any exposed skin when out in cold weather.
 - c. Make sure your gas tank is full.
6. A blizzard WARNING means strong winds, blinding wind-driven snow, and dangerous wind chills are expected. Medical Transportation and GNNP Transportation will not operate. Blood deliveries and pick-ups will probably be cancelled or other arrangements made. Keep in touch with the Transportation Office or Hospital Services for information.

EARTHQUAKES

Although unlikely, earthquakes can happen almost anywhere and there is a fault that runs through Kansas – The Humboldt fault. In the event of an earthquake, please follow these guidelines.

1. If you are in a vehicle, slow down and drive to a place that is clear of buildings, trees and power lines. Stay inside vehicle until shaking stops.
2. If you are inside a building, choose a safe place, such as under a sturdy table or desk or against an inside wall where nothing can fall on you. Protect your eyes by pressing your face against your arm. Stay indoors and away from windows until the shaking stops and it is safe to exit.
3. If you are outside, find a clear spot away from power lines, buildings or trees and drop to the ground.
4. When quake is over, check yourself and others for injuries. Watch for downed power lines or unsafe areas. Listen to local station for further general instructions and get in touch with Red Cross as soon as possible.

CHEMICAL EMERGENCIES

A major chemical emergency is an accident where hazardous amounts of chemicals are released into the air or water. These can happen underground, on railroad tracks or highways or at manufacturing plants. In the event of a chemical emergency, please follow these guidelines.

1. Listen to the radio and follow the instructions. If you have a radio linked to base, the dispatcher will issue instructions.
2. Get as far from the accident as possible and if necessary, find a safe place to take shelter.
3. If an area of the city needs to be evacuated, listen to radio announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
4. If you have passengers, follow the procedures that would keep both yourself and your passengers safe.
5. Keep windows of vehicle closed and turn off all vents, heating and air conditioning systems.
6. Some of the symptoms of chemical poisoning, whether by swallowing, touching, or breathing are: Difficulty breathing; changes in skin color; headache or blurred vision; dizziness; irritated eyes, skin, throat; unusual behavior; clumsiness or lack of coordination; stomach cramps or diarrhea. If you think you have been exposed to a toxic chemical, call the poison control center, EMS , 9-1-1, or dispatch at base, whichever applies to you.
7. If you see or smell something that you think may be dangerous, or find someone who has been overcome with toxic vapors, your first job is to make sure that you and your passengers do not become victims. If you remain in a dangerous area and become ill or unconscious, you cannot help yourself or any others. Report the situation to 9-1-1 or call dispatch on the radio.

POSSIBLE OR CONFIRMED TERRORIST ATTACK

1. Remain calm and be patient. Follow the advice of local emergency officials and listen to your radio for news and instructions. If possible, get in touch through your vehicle radio or cell phone with Red Cross.
2. If a disaster occurs near you, check for injuries. Give first aid if possible and get help for seriously injured people. Remember to avoid direct contact with blood and other body fluids. Each vehicle should have a bag with disposable gloves, first aid kit and other items.
3. If time allows, contact your family and let them know where you are.
4. If there is terrorist activity that is an immediate threat, go to a public building and take shelter as quickly as possible. Public schools and hospitals are some of the best places to go.
5. If you have passengers with you, assist them into a shelter.

6. If you are told to evacuate the area or the city, listen to radio announcements for evacuation procedures and, if possible, stay in touch with base. Follow the evacuation routes broadcast and do not attempt to take a shortcut as this could put you in the path of danger.
7. For large emergencies like these, you may hear a siren or the tone on the radio that you usually hear as emergency testing. Please keep your radio tuned to that station for information.

SUSPICIOUS LETTERS OR PACKAGES

1. Any bag, container, letter or package in the vehicle that you can't identify as belonging to Red Cross, yourself, or one of your passengers, please exit the vehicle immediately.
2. Stay calm.
3. Call 9-1-1.
4. Do not touch, shake or empty the contents.
5. Keep hands away from mouth, nose and eyes.
6. Lock the vehicle and wait until emergency responders arrive.
7. Wash hands well with soap and water as soon as possible.
8. Contact Transportation Office staff as soon as possible.

We certainly hope that none of the above emergency procedures have to be initiated. We know that as Red Cross volunteers, you will do your utmost to protect yourself and those you are responsible for, whether at home with family, or at work helping us carry out our mission.

Remember, the most important instruction for any emergency is to stay calm,

BLOODBORNE PATHOGENS

Bloodborne pathogens are viruses or other infectious agents that are carried by the blood. Two especially dangerous examples are HIV – Human Immune Deficiency Virus, and Hepatitis B virus. Infections from these bloodborne agents can be prevented by avoiding all contact with blood and other bodily fluids.

If you do come into contact with blood or other bodily fluids, report the incident immediately to staff in transportation office. Documentation of the circumstances under which your exposure or contact occurs must be done.

The most important safe guard against any possible exposure is to remember. **DO NOT TOUCH BLOOD OR OTHER BODILY FLUIDS.**

- If you have a person on board who starts to bleed, such as a dialysis patient, return the patient immediately to the facility where you picked them up. If you can, in the blood

spill kit that is located in your driver's bag, hand the person the absorbent paper toweling provided and have THEM hold it firmly over the site.

- If there is blood or other bodily fluids that have gotten in or on your vehicle, again report it immediately to Transportation Office staff and make sure Fleet Maintenance staff knows that such an occurrence has happened. Fleet Maintenance staff have been trained and have the means to safely and effectively clean up the potentially hazardous fluids. For staff safety and the safety of others using the vehicle, you MUST make sure to tell them BEFORE they touch the vehicle that such a spill has occurred.
- Prevention, Protections, Containment, Proper Clean Up and Documentation are absolutely essential to protect the health of you and others. Please be proactive in practicing safety in this area.
- American Red Cross has classes in Bloodborne Pathogens that we would encourage any of you to take. If you are interested please let Transportation Office staff know and we will find out when the next class is scheduled.

OVERALL PROCEDURES FOR TRANSPORTATION DEPARTMENT

1. When driving a Red Cross vehicle, you must have a valid Kansas driver's license in your possession.
2. When reporting for duty and upon completion of assignment, drivers are to check in and out of the Transportation Office.
3. Drivers are to check out with their trip sheets, clipboards and vehicle bags. Vehicle bags contain: Accident Report Forms; Blood Spill Clean-Up Kit; Note pad & Pencil; First Aid Kit.
4. Drive defensively and in a safe manner. You must keep your speed within legally set limits. Red Cross does not reimburse for any speeding violations.
5. Be safe, careful, and courteous. Open doors of vehicle and building to facilitate entrance and exit of your clients.
6. Seat belts are required for all persons in a Red Cross vehicle, whether they are in the front or back seat.
7. Donations are accepted. Place cash or check (made out to American Red Cross) in the envelope provided, with the persons name and address on the outside. Return to the Transportation Office.
8. Business hand radios are installed in most vehicles and are to be used strictly in accordance with FCC regulations.
9. Upon completion of your assignment, drive vehicle to Red Cross Service Center and check in with Fleet Maintenance staff.
10. For mechanical problems or operational failure of vehicles, fill out vehicle maintenance form and notify Transportation Office staff.
11. Inspect vehicle for safety before leaving base, making sure all lights, brakes, wipers fluid levels and other safety equipment is operating properly. You will

- need to walk around your vehicle to verify your lights and signals are working. Inspect your vehicle for cleanliness at the end of your shift, making sure that it is at least as neat as it was at the start of the day's run. **ALWAYS CHECK YOUR GAS LEVEL TO MAKE SURE THE TANK IS FULL.**
12. At the end of your shift, lock vehicle and return keys and paperwork to the office. You may also leave vehicle in lot and leave keys with the garage attendant, or in the key drop box, located to the right of the garage door. Never leave the keys in the vehicle.
 13. Do not schedule any future trips with the clients. Scheduling of trips must be made directly with the Transportation or Good Neighbor Nutrition office.
 14. In the event of an accident, inspect the scene and condition of persons who may have been injured. Administer First Aid if necessary. There is a First Aid Kit and a Blood Spill Kit in your vehicle kit (instructions on next page). Use the radio in vehicle to report the accident to the Transportation Office. If radio is inoperative, use the nearest telephone.
 15. An oversight committee, with paid and volunteer staff, will be reviewing accidents concerning all staff on a least a quarterly basis. This committee will be a subcommittee of the Midway-Kansas Chapter and Central Plains Blood Region's Risk Management Committee.
 16. All Good Neighbor Nutrition vans and Medical vehicles are stored on the premises. No vehicle is to be left on any other property without written consent of management. Our vehicles are parked at the West end of the South lot. Vehicles undergoing repairs are left either in the garage or in the small lock-up area provided.
 17. As part of the Coordinated Transit District (CTD) #12, we will be coordinating our operations, whenever possible, with other CTD #12 providers in order to reduce duplication of routes.
 18. Surveys will be done annually of our ridership, either through the mail or by direct phone calls in order to provide feed back about the services we provide, including scheduling, availability, and customer service.
 19. As part of CTD #12, we are willing to combine our scheduling activities with other agencies, when possible, to facilitate coordination of like transportation in order to reduce costs.
 20. American Red Cross is willing to share vehicles with other CTD #12 and Paratransit agencies.
 21. Any driver training sponsored by the Transportation Department of the American Red Cross is open to other CTD #12 and Paratranist operators for enrollment.
 22. There are now 3 phones that are available for blood drivers who choose to check them out of the Hospital Services. They are available on an as-needed basis, particularly for long distance and/or night driving. For shorter trips, or if you have special needs, please reserve them ahead of time.